



STATE OF ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Paul Campbell, Director

TELECOMMUNICATIONS BULLETIN

August 29, 2006
CMS 07- 02

Bureau of Communication
and Computer Services

From:

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Customer Solution Center

Procedure Change: Paging Credit Requests

The CMS Customer Solution Center announces a procedural change for agencies requesting paging service credits. Previously, paging credits required submission of a "Lost/Found Pager Credit Request" form; however, this form has now been discontinued.

Effective immediately, all requests for paging credits must be submitted on an "Accounts Receivable Credit Request Form" (ARCRF). This credit request document and its instructions for completion, like all Telecommunications forms, are located on our web site. You may access the form as follows:

- Access www.state.il.us/cms/telecom
- From the Home Page, click on "Forms"
- Scroll to "Accounts Receivable Credit Request Form" (ARCRF)
- Click on "Form" to link directly to (and print) the needed document
- Click on "Instructions" to link to directions on completing the ARCRF form

If you have questions regarding paging credit requests or other provisioning issues, please do not hesitate to contact the Customer Solution Center at:

Customer Solution Center

800-366-8768

[Local Springfield calling: 217-524-4784]

Option 2: New/Existing Service

Sub Option 6: Paging

For more information...
visit our website at
www.state.il.us/cms/telecom